

Enterprise Incident Report December 2011

As of 1/3/2012

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Administrative Services	Application Services	Danielle Hood	1 0	1 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	1 0	4 2	0 0	5 2
	Application Support - DFI	Greg Berensen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Application Support - Single Signon	Lori Newren	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Capitol Desktop Support	Brian Bintz	0 0	1 1	0 0	1 1
		Chad Poll	0 0	2 1	0 0	2 1
		Scott Wunderlich	0 0	14 9	0 0	14 9

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Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	0	20	1	21
			0	20	1	21
		Assigned to Individual Total	0	37	1	38
			0	31	1	32
	Capitol Hosting	Conn Peterson	0	1	1	2
			0	0	0	0
		Dale Hicks	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	1	3
			0	0	0	0
	Help Desk	Brenda Treadway	0	8	0	8
			0	8	0	8
		Eileen Dubach	0	1	0	1
			0	1	0	1
		James Stearns	0	1	0	1
			0	1	0	1
		Julie VanBeekum	0	1	0	1
			0	1	0	1
		Vicky Marrelli	0	6	0	6
			0	6	0	6
		Assigned to Individual Total	0	17	0	17
			0	17	0	17
	Metro A Desktop Support	Kraig Ellis	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	3	0	3
			0	0	0	0

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Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Metro B Desktop Support	Michael Barth	0 0	1 0	0 0	1 0
		Peter Musser	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	8 1	0 0	8 1
	Metro B Help Desk	Val Shepherd	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Metro C Desktop Support	Troy Buchanan	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro D Help Desk	John Robinson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Network Operations	Dave Bodily	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Rod Montoya	0 0	1 1	0 0	1 1
		Ron LeBaron	0 0	2 1	0 0	2 1

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Administrative Services

			High	Low	Medium	FCR Total	
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	0 0	3 2	0 0	3 2	
	Rural North Desktop Support	Don Higgs	0 0	1 1	0 0	1 1	
		Kim Ratushniak	0 0	1 1	0 0	1 1	
		Ruston McKay	0 0	1 1	0 0	1 1	
		Assigned to Individual Total	0 0	3 3	0 0	3 3	
	Voice Operations	Lois Schow	0 0	3 0	0 0	3 0	
		Romanza Hamblin	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	4 0	0 0	4 0	
	Voice/Data/WAN Services	T Artis	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Assigned Group Total		1 0	91 60	2 1	94 61	
	Customer Company Total			1 0	91 60	2 1	94 61

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Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Administrative Services	Application Services	Danielle Hood	1 0	1 1	0 0	2 1
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	4 2	0 0	5 2
	Application Support - DFI	Greg Berensen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Application Support - Single Signon	Lori Newren	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Brian Bintz	0 0	1 0	0 0	1 0
		Chad Poll	0 0	2 0	0 0	2 0
		Scott Wunderlich	0 0	14 2	0 0	14 2

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Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	0 0	20 1	1 0	21 1
		Assigned to Individual Total	0 0	37 3	1 0	38 3
	Capitol Hosting	Conn Peterson	0 0	1 1	1 1	2 2
		Dale Hicks	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 2	1 1	3 3
	Help Desk	Brenda Treadway	0 0	8 0	0 0	8 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	17 0	0 0	17 0
	Metro A Desktop Support	Kraig Ellis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	0 0	3 0

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Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Metro B Desktop Support	Michael Barth	0 0	1 0	0 0	1 0
		Peter Musser	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Metro B Help Desk	Val Shepherd	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Desktop Support	Troy Buchanan	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro D Help Desk	John Robinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Dave Bodily	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Rod Montoya	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	2 0	0 0	2 0

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Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	0 0	3 0	0 0	3 0
	Rural North Desktop Support	Don Higgs	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice Operations	Lois Schow	0 0	3 0	0 0	3 0
		Romanza Hamblin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Voice/Data/WAN Services	T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	91 7	2 1	94 8
Customer Company Total			1 0	91 7	2 1	94 8

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Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Administrative Services	Application Services	Danielle Hood	1 0.21	1 1.92	0 0.00	2 1.06
		Martin Gonzalez	0 0.00	1 1.76	0 0.00	1 1.76
		Tony Larsen	0 0.00	2 0.31	0 0.00	2 0.31
		Assigned to Individual Total	1 0.21	4 1.08	0 0.00	5 0.90
	Application Support - DFI	Greg Berensen	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Application Support - Single Signon	Lori Newren	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Capitol Desktop Support	Brian Bintz	0 0.00	1 0.56	0 0.00	1 0.56
		Chad Poll	0 0.00	2 0.12	0 0.00	2 0.12
		Scott Wunderlich	0 0.00	14 0.87	0 0.00	14 0.87

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			High	Low	Medium	ATTIR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	0 0.00	20 0.27	1 0.43	21 0.27
		Assigned to Individual Total	0 0.00	37 0.49	1 0.43	38 0.49
	Capitol Hosting	Conn Peterson	0 0.00	1 2.02	1 4.53	2 3.28
		Dale Hicks	0 0.00	1 2.32	0 0.00	1 2.32
		Assigned to Individual Total	0 0.00	2 2.17	1 4.53	3 2.96
	Help Desk	Brenda Treadway	0 0.00	8 0.01	0 0.00	8 0.01
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	6 0.09	0 0.00	6 0.09
		Assigned to Individual Total	0 0.00	17 0.04	0 0.00	17 0.04
	Metro A Desktop Support	Kraig Ellis	0 0.00	1 0.12	0 0.00	1 0.12
		Assigned to Individual Total	0 0.00	1 0.12	0 0.00	1 0.12
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 0.23	0 0.00	3 0.23

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Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Metro B Desktop Support	Michael Barth	0 0.00	1 0.25	0 0.00	1 0.25
		Peter Musser	0 0.00	4 0.06	0 0.00	4 0.06
		Assigned to Individual Total	0 0.00	8 0.15	0 0.00	8 0.15
	Metro B Help Desk	Val Shepherd	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C Desktop Support	Troy Buchanan	0 0.00	2 0.35	0 0.00	2 0.35
		Assigned to Individual Total	0 0.00	2 0.35	0 0.00	2 0.35
	Metro D Help Desk	John Robinson	0 0.00	1 0.24	0 0.00	1 0.24
		Assigned to Individual Total	0 0.00	1 0.24	0 0.00	1 0.24
	Network Operations	Dave Bodily	0 0.00	1 0.34	0 0.00	1 0.34
		Kelli Okumura	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	0 0.00	2 0.25	0 0.00	2 0.25
	Rural Central Desktop Support	Rod Montoya	0 0.00	1 0.00	0 0.00	1 0.00
		Ron LeBaron	0 0.00	2 0.01	0 0.00	2 0.01

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			High	Low	Medium	ATTIR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	0 0.00	3 0.01	0 0.00	3 0.01
	Rural North Desktop Support	Don Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		Kim Ratushniak	0 0.00	1 0.00	0 0.00	1 0.00
		Ruston McKay	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Voice Operations	Lois Schow	0 0.00	3 0.14	0 0.00	3 0.14
		Romanza Hamblin	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.10	0 0.00	4 0.10
	Voice/Data/WAN Services	T Artis	0 0.00	1 0.34	0 0.00	1 0.34
		Assigned to Individual Total	0 0.00	1 0.34	0 0.00	1 0.34
Assigned Group Total			1 0.21	91 0.34	2 2.48	94 0.39
Customer Company Total			1 0.21	91 0.34	2 2.48	94 0.39

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Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Administrative Services	Application Services	Danielle Hood	1 0	1 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	1 0	4 2	0 0	5 2
	Application Support - DFI	Greg Berensen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Application Support - Single Signon	Lori Newren	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Brian Bintz	0 0	1 0	0 0	1 0
		Chad Poll	0 0	2 0	0 0	2 0
		Scott Wunderlich	0 0	14 1	0 0	14 1

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			High	Low	Medium	MR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	0 0	20 1	1 0	21 1
		Assigned to Individual Total	0 0	37 2	1 0	38 2
	Capitol Hosting	Conn Peterson	0 0	1 0	1 1	2 1
		Dale Hicks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	1 1	3 1
	Help Desk	Brenda Treadway	0 0	8 0	0 0	8 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	17 0	0 0	17 0
	Metro A Desktop Support	Kraig Ellis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	0 0	3 0

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			High	Low	Medium	MR Total
Administrative Services	Metro B Desktop Support	Michael Barth	0 0	1 0	0 0	1 0
		Peter Musser	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Metro B Help Desk	Val Shepherd	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Desktop Support	Troy Buchanan	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro D Help Desk	John Robinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Dave Bodily	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Rod Montoya	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	2 0	0 0	2 0

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			High	Low	Medium	MR Total	
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	0 0	3 0	0 0	3 0	
	Rural North Desktop Support	Don Higgs	0 0	1 0	0 0	1 0	
		Kim Ratushniak	0 0	1 0	0 0	1 0	
		Ruston McKay	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	3 0	0 0	3 0	
	Voice Operations	Lois Schow	0 0	3 0	0 0	3 0	
		Romanza Hamblin	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	4 0	0 0	4 0	
	Voice/Data/WAN Services	T Artis	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Assigned Group Total		1 0	91 4	2 1	94 5	
	Customer Company Total			1 0	91 4	2 1	94 5

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Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Administrative Services	Application Services	Danielle Hood	1 1.41	1 1.92	0 0.00	2 1.67
		Martin Gonzalez	0 0.00	1 12.95	0 0.00	1 12.95
		Tony Larsen	0 0.00	2 17.47	0 0.00	2 17.47
		Assigned to Individual Total	1 1.41	4 12.45	0 0.00	5 10.24
	Application Support - DFI	Greg Berensen	0 0.00	3	0 0.00	3
		Assigned to Individual Total	0 0.00	3	0 0.00	3
	Application Support - Single Signon	Lori Newren	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Capitol Desktop Support	Brian Bintz	0 0.00	1 1.92	0 0.00	1 1.92
		Chad Poll	0 0.00	2 0.88	0 0.00	2 0.88
		Scott Wunderlich	0 0.00	14 1.48	0 0.00	14 1.48

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			High	Low	Medium	ATTR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	0 0.00	20 2.31	1 2.63	21 2.33
		Assigned to Individual Total	0 0.00	37 1.91	1 2.63	38 1.93
	Capitol Hosting	Conn Peterson	0 0.00	1 2.02	1 7.72	2 4.87
		Dale Hicks	0 0.00	1 2.32	0 0.00	1 2.32
		Assigned to Individual Total	0 0.00	2 2.17	1 7.72	3 4.02
	Help Desk	Brenda Treadway	0 0.00	8 0.08	0 0.00	8 0.08
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	6 0.10	0 0.00	6 0.10
		Assigned to Individual Total	0 0.00	17 0.07	0 0.00	17 0.07
	Metro A Desktop Support	Kraig Ellis	0 0.00	1 0.83	0 0.00	1 0.83
		Assigned to Individual Total	0 0.00	1 0.83	0 0.00	1 0.83
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 3.23	0 0.00	3 3.23

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			High	Low	Medium	ATTR Total
Administrative Services	Metro B Desktop Support	Michael Barth	0 0.00	1 2.62	0 0.00	1 2.62
		Peter Musser	0 0.00	4 0.68	0 0.00	4 0.68
		Assigned to Individual Total	0 0.00	8 1.88	0 0.00	8 1.88
	Metro B Help Desk	Val Shepherd	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C Desktop Support	Troy Buchanan	0 0.00	2 1.58	0 0.00	2 1.58
		Assigned to Individual Total	0 0.00	2 1.58	0 0.00	2 1.58
	Metro D Help Desk	John Robinson	0 0.00	1 0.24	0 0.00	1 0.24
		Assigned to Individual Total	0 0.00	1 0.24	0 0.00	1 0.24
	Network Operations	Dave Bodily	0 0.00	1 0.38	0 0.00	1 0.38
		Kelli Okumura	0 0.00	1 0.26	0 0.00	1 0.26
		Assigned to Individual Total	0 0.00	2 0.32	0 0.00	2 0.32
	Rural Central Desktop Support	Rod Montoya	0 0.00	1 0.03	0 0.00	1 0.03
		Ron LeBaron	0 0.00	2 0.01	0 0.00	2 0.01

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			High	Low	Medium	ATTR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	0 0.00	3 0.02	0 0.00	3 0.02
	Rural North Desktop Support	Don Higgs	0 0.00	1 1.45	0 0.00	1 1.45
		Kim Ratushniak	0 0.00	1 0.00	0 0.00	1 0.00
		Ruston McKay	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.48	0 0.00	3 0.48
	Voice Operations	Lois Schow	0 0.00	3 0.33	0 0.00	3 0.33
		Romanza Hamblin	0 0.00	1 0.63	0 0.00	1 0.63
		Assigned to Individual Total	0 0.00	4 0.40	0 0.00	4 0.40
	Voice/Data/WAN Services	T Artis	0 0.00	1 2.14	0 0.00	1 2.14
		Assigned to Individual Total	0 0.00	1 2.14	0 0.00	1 2.14
	Assigned Group Total		1 1.41	91 1.74	2 5.18	94 1.81
Customer Company Total			1 1.41	91 1.74	2 5.18	94 1.81

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Detail

INC000000372817	Mark Austin Application Support - DFI	None Greg Berensen	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000372817	Mark Austin Application Support - DFI	None Greg Berensen	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000372817	Mark Austin Application Support - DFI	None Greg Berensen	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414245	Roger Faris Capitol Hosting	Network Conn Peterson	Incident Administrative Services	MicrosoftWindows Operating Sy Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.02 2.02
INC000000419388	Scott Bingham Application Services	Application Tony Larsen	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.51 34.64
INC000000421050	Roger Faris Capitol Hosting	Network Conn Peterson	None Administrative Services	None Medium	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.53 7.72
INC000000423079	Dave Latter Capitol Desktop Support	PC/Laptop Scott Wunderlich	Password Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 0.73
INC000000423140	Bret Burgon Voice/Data/WAN Services	Telecom T Artis	CrossTalk/Noise/Static Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 2.14
INC000000423525	Fred Christensen Capitol Desktop Support	PC/Laptop Scott Wunderlich	Performance Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.22 2.22
INC000000423644	Lonny Arnell Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 2.02
INC000000424649	Brian Spoon Rural North Desktop Support	Network Kim Ratushniak	Password Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424786	Tony Dayish Metro B Help Desk	Application Val Shepherd	None Administrative Services	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000424862	Julie D'Alesandro Help Desk	Network Brenda Treadway	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424907	Tara Eutsler Capitol Desktop Support	Network Tom Hanson	Password Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.60 2.17
INC000000424966	Julie Thompson Metro B Help Desk	Application Val Shepherd	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425230	Tani Downing Application Services	Mobile Devices Danielle Hood	Error Administrative Services	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 1.41

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INC000000425238	Debbie Bowen Capitol Desktop Support	PC/Laptop Brian Bintz	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 1.92
INC000000425475	Brian E Nelson Application Services	Mobile Devices Danielle Hood	None Administrative Services	iPhone Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.92 1.92
INC000000425568	Ken Hansen Application Services	Application Tony Larsen	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.30
INC000000425701	Alvin Crown Help Desk	Network Brenda Treadway	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425784	Sol Garcia Application Support - Single Signon	Application Lori Newren	Error Administrative Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425880	Jennifer Porter Capitol Desktop Support	Application Scott Wunderlich	Password Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.41
INC000000426046	Mark Parry Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426636	Rosemary Cundiff Network Operations	Application Dave Bodily	Error Administrative Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.38
INC000000427329	Russ Jessop Voice Operations	Telecom Romanza Hamblin	Dial Tone Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.63
INC000000427332	Russ Jessop Metro B Desktop Support	PC/Laptop Anthony Booyse	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.93
INC000000427457	Rachel Turley Help Desk	Application Vicky Marrelli	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000427459	Emalee Gonsalves Help Desk	Application Brenda Treadway	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.53
INC000000427558	Kim Hood Help Desk	Network Vicky Marrelli	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.57
INC000000427575	Susan Hunt Rural North Desktop Support	PC/Laptop Don Higgs	Password Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.45
INC000000427624	Tanya Price Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000427739	Tami Nelson Capitol Desktop Support	PC/Laptop Tom Hanson	Hardware Administrative Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 2.63
INC000000428114	Lanea Blosser Capitol Desktop Support	Network Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 1.85

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INC000000428141	Gary Robertson Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 1.52
INC000000428345	La Priel Dye Help Desk	Application Brenda Treadway	Password Administrative Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000428468	Ken Hansen Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.42
INC000000428778	Loretta Potter Metro C Desktop Support	PC/Laptop Troy Buchanan	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.69 3.17
INC000000428792	Larry Simpson Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.85
INC000000428814	Mike Broschinsky Capitol Desktop Support	Print/Copy/Scan/Fax Tom Hanson	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 1.54
INC000000429217	Sandy Leota Help Desk	Application Brenda Treadway	Password Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429316	Wayne Smith Help Desk	Application Vicky Marrelli	Error Administrative Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429336	Tim Walden Metro B Desktop Support	Application Peter Musser	Error Administrative Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.23
INC000000429348	Dave Latter Help Desk	Application Vicky Marrelli	Error Administrative Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429380	Michael C Jones Rural Central Desktop Support	PC/Laptop Rod Montoya	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000429464	Tim Walden Metro B Desktop Support	PC/Laptop Peter Musser	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000429559	Randy Viertel Rural Central Desktop Support	None Ron LeBaron	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429625	Julie Talbot Metro D Help Desk	Network John Robinson	Password Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
INC000000429638	Brenda Lee Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.44
INC000000429660	Scott Sutherland Metro B Desktop Support	PC/Laptop Anthony Booyse	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 3.99
INC000000429704	Nathan Gardner Metro A Desktop Support	PC/Laptop Kraig Ellis	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.83

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INC000000429709	Sue Hoskins	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000429792	Bruce Whittington	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR: 0.19
Voice Operations	Lois Schow	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.58	
INC000000429819	Emily Barnes	None	None	None		TIR Missed: No	TIR: 0.03
Rural Central Desktop Support	Ron LeBaron	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.03	
INC000000429980	Evan Taylor	Application	None	None		TIR Missed: No	TIR: 0.17
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.12	
INC000000430200	Dan Martinez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000430248	Amanda Ronan	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.46	
INC000000431060	Brook McElmurry	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.21
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.23	
INC000000431297	Amanda Ronan	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000431332	Dean Eborn	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.04	
INC000000431487	Lisa Adams	None	None	None		TIR Missed: No	TIR: 0.25
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.77	
INC000000431570	Jody Miller	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000431668	Amanda Ronan	None	None	None		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000431681	Anne McNally	Telecom	Call Management	Telephone		TIR Missed: No	TIR: 0.22
Voice Operations	Lois Schow	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.33	
INC000000431810	Arleen Hearld	Application	None	PGP		TIR Missed: No	TIR: 0.00
Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000431836	Evan Taylor	Network	Error	None		TIR Missed: No	TIR: 0.39
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.99	
INC000000431876	Julie Dalesandro	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.74
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.34	
INC000000431939	Karen Kraus	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.31	

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INC000000432217	Crisanta Gwilliam Application Services	Application Martin Gonzalez	None Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.76 12.95
INC000000432400	Larry Simpson Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 1.05
INC000000432467	Bret Burgon Capitol Desktop Support	Application Scott Wunderlich	Password Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.36
INC000000432577	Robert D Johnson Capitol Desktop Support	PC/Laptop Tom Hanson	Hardware Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.06 10.90
INC000000432593	Scott Blackham Capitol Desktop Support	Network Tom Hanson	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 3.44
INC000000432802	Evan Taylor Help Desk	None Brenda Treadway	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432897	Garret Johnston Capitol Desktop Support	Application Scott Wunderlich	Reporting Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.61
INC000000432912	Gregg Buxton Help Desk	Application Brenda Treadway	Password Administrative Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000433221	Amanda Ronan Network Operations	Application Kelli Okumura	Error Administrative Services	Cisco AnyConnect VPN Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.26
INC000000433244	Corry Hill Help Desk	Application Vicky Marrelli	Error Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000433247	Amanda Ronan Capitol Hosting	Application Dale Hicks	Error Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.32 2.32
INC000000433311	Rick Beckstead Capitol Desktop Support	PC/Laptop Tom Hanson	Hardware Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 2.67
INC000000433478	Brenda Lee Capitol Desktop Support	Application Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 2.00
INC000000433746	Lonny Arnell Capitol Desktop Support	Application Tom Hanson	Password Administrative Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 1.04
INC000000434032	Allyson Spevak Voice Operations	Telecom Lois Schow	Voice Mail Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.07
INC000000434153	Debbie Hood Metro B Desktop Support	Network Anthony Booyse	None Administrative Services	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.76
INC000000434405	James Vincent Capitol Desktop Support	Network Scott Wunderlich	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.61 7.80

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INC000000434752	Brent Lloyd	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000434802	Sheri Witucki	Application	Reporting	Microsoft Word	TIR Missed: No	TIR: 0.12
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.50
INC000000434807	Julie D'Alesandro	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.09
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.37
INC000000434910	Brian Spencer	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435764	Tara Eutsler	Network	Incident	None	TIR Missed: No	TIR: 0.28
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.99
INC000000435943	Debbie Hood	Application	Error	None	TIR Missed: No	TIR: 0.17
Metro B Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 2.33
INC000000436353	Tom A Shaw	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000436392	Sue Hoskins	None	None	None	TIR Missed: No	TIR: 0.07
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.34
INC000000436434	Leontyne Lloyd	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.25
Metro B Desktop Support	Michael Barth	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 2.62
INC000000436625	Susan Vogel	None	None	None	TIR Missed: No	TIR: 0.00
Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00